



Continuing Education Enterprise Consulting Services

ACEware Systems, Inc. offers Continuing Education operational review and analysis as related to the use of ACEware software products. With this service, an ACEware Consultant will:

- analyze your data
- review your ACEweb
- travel to your office (or schedule virtual visits)
- assess your course set up and registration management procedures
- identify critical points of interaction between your ACEware registration package and broader organizational and/or departmental processes.

Based on the results of the data and ACEweb review, ACEware will work with your organization to recommend changes in procedures, updates to ACEweb, and help you develop an action plan to ensure your registration software is providing you, your team, and your students the best possible service.

Typical scenario for an Enterprise Consulting visit:

3 weeks prior: Client sends copy of database to ACEware Systems, Inc.

1 week prior: All CE Staff complete and return ACEware's Registration Software Interaction Survey

Physical/Virtual Visit: Consultant visits campus or schedules virtual appointments to:

- "Shadow" registration staff to observe the work flow and practices for course setup, registration processing, running reports, etc.
- Review the goals and long range-plans of the department

1 week after: Consultant delivers report with findings and suggested action plans
(Based on the findings, the consultant may suggest that the client consider adding additional modules to support their work, make recommendations on standard operating processes and management of the ACEware products, schedule additional focused training sessions (two hours included with consultation service), and/or modify business processes to better leverage the tools provided by ACEware.)

6-8 weeks after: Consultant contacts school and evaluates progress toward action plan.

This service is limited to current ACEware customers. It is oriented towards customers who have been using the product for a minimum of two years. A program that has used the system for 3-5 years without major internal review or has experienced significant staff turnover is an ideal candidate for this service.

For pricing, questions, or to schedule consultation services, please contact **Sharon Brookshire, at (800) 925-2493 Ext 238** or email sharon@aceware.com.